

FSA FMS Application Management

FMS Applications Operations - May Monthly Report **Deliverable 133.1.1b**

Period Ending: 5/31/03



F E D E R A L
S T U D E N T A I D

We Help Put America Through School

FMS APPLICATIONS OPERATIONS- MAY MONTHLY REPORT

Deliverable 133.1.1b

Executive Summary

Period Ending 5/31/03

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Help Desk Metrics - Response Times			
2.0	Response Time - Calls Closed Within 1 Day	90%	96.9%	
	Change Request Metrics (By Request Type)			
2.1	CR Log Response Time - CRs Logged within 1 Business Day of Receipt	90%	96.6%	
2.2	CR Schedule Accuracy - CRs Implemented on Schedule	90%	100%	
2.3	CRs Requiring Rework	90%	100%	
	File Processing Metrics			
2.4	DLS Servicing Data Processing Response Time (Interface Data Processed within 1 Day)	90%	98.4%	
2.5	COD to FMS/GAPS Processing Response Time (COD to FMS/GAPS Data Processed within 10 Hours)	90%	96.9%	
2.6	FMS/GAPS to COD Processing Response Time (FMS/GAPS to COD Data Processed within 10 Hours)	90%	100%	
	FMS to FMSS Metrics			
2.7	Files Transmitted to FMSS	10	18	
	Other Service Metrics			
2.8	Service Reporting Delivery	7	6	
	Help Desk Metric - (Info. Only)			
2.9	Request Volume (Total Number of Help Desk Calls and Emails)	<100	129	

Monthly Highlights

- 1) Logged all FMS Help Desk calls from 5/01/03 through 5/31/03
- 2) Most of the activity of the help desk activity related to the following: file processing for all programs, new change requests submitted, COD processing, LaR access issues, LaRS Receivables notification issues, LaRS security form and user id issues, functional user issues, GA Forms 2000 support as well as ADI technical/functional support
- 3) Help Desk spent significant time assisting users with very limited computer knowledge.
- 4) Held FMS change request meetings.
- 5) Helped install Oracle Discoverer.

(See Appendix A for detailed explanations of the Metrics.)

Help Desk Metric 2.0**Response Time - % of Calls Closed within 1 Business Day**

	Current Month	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Current Targets
Response Time (Total # of Calls)	129	297	129													>=90%
Green Target (Calls Closed within 1 Day)	125	296	125													85% to 90%
Data Quality	AD															<=85%
Color Trend	96.9%	99.7%	96.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

Change Request Metric 2.1**CR Log Response Time - CRs Logged within 1 Business Day of Receipt**

	Current Month	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Current Targets
Total CRs (Total # of CRs Logged)	29	11	29													>=90%
Green Target (CRs Logged with 1 Day)	28	11	28													85% to 90%
Data Quality	AD															<=85%
Color Trend	96.6%	100.0%	96.6%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

Change Request Metric 2.2**CR Schedule Accuracy - CRs Implemented on Schedule**

	Current Month	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Current Targets
CRs Scheduled for Monthly Release (#)	9	10	9													>=90%
Green Target (Actual CRs Implemented)	9	10	9													85% to 90%
Data Quality	AD															<=85%
Color Trend	100.0%	100.0%	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

Change Request Metric 2.3**CRs Requiring Rework**

	Current Month	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Current Targets
CRs Scheduled for Monthly Release (#)	9	10	9													>=90%
Green Target (CRs Not Requiring Rework)	9	10	9													85% to 90%
Data Quality	AD															<=85%
Color Trend	100.0%	100.0%	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

File Processing Metric 2.4**DLS Servicing Data Processing Response Time (Interface Data Processed within 1 Day)**

	Current Month	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Current Targets
Total Files Processed	64	67	64													>=90%
Green Target (%)	63	67	63													85% to 90%
Data Quality	AD															<=85%
Color Trend	98.4%	100.0%	98.4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

File Processing Metric 2.5**COD to FMS/GAPS Processing Response Time (COD to FMS/GAPS Data Processed within 10 Hours)**

	Current Month	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Current Targets
Total Transactions Processed	116,064	122,708	116,064													>=90%
Total Transactions Processed with 10 Hours	112,515	105,068	112,515													85% to 90%
Data Quality	AD															<=85%
Color Trend	96.9%	85.6%	96.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

File Processing Metric 2.6**FMS/GAPS to COD Processing Response Time (FMS/GAPS to COD Data Processed within 10 Hours)**

	Current Month	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Targets
Total Transactions Processed	69,122	111,618	69,122													>=90%
Total Transactions Processed with 10 Hours	69,122	111,618	69,122													85% to 90%
Data Quality	AD															<=85%
Color Trend	100.0%	100.0%	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

FMS to FMSS Metric 2.7**Files Transmitted to FMSS**

	Current Month	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Current Targets
Total Files Transmitted	18	24	18													>= 10
Green Target (10 Sends per Month)	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	8 to 9
Data Quality	AD															< 8
Color Trend	18	24	18	0	0	0	0	0	0	0	0	0	0	0	0	0

Other Service Level Metric 2.8

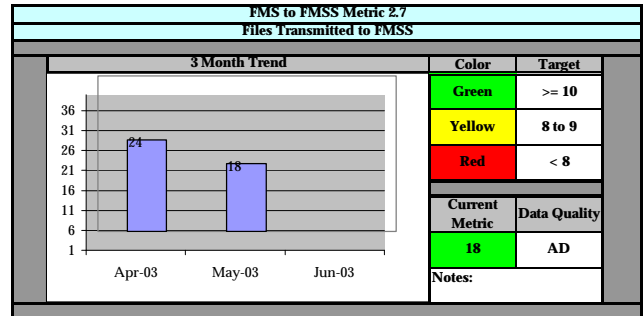
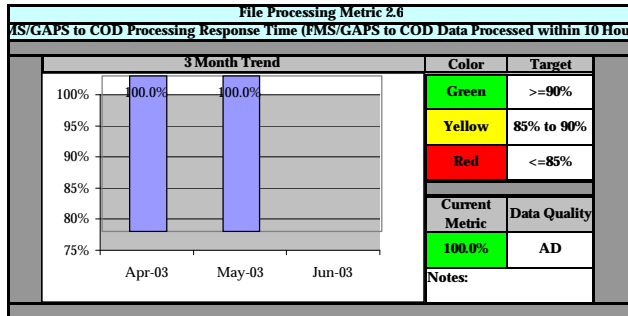
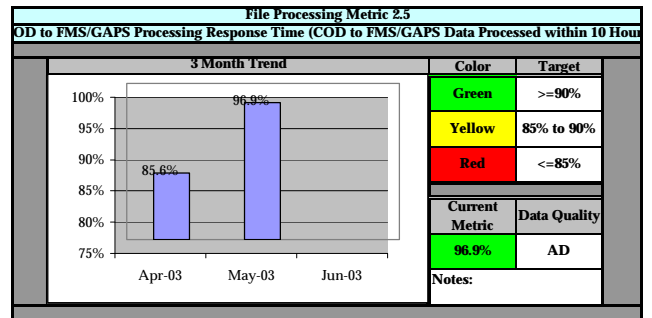
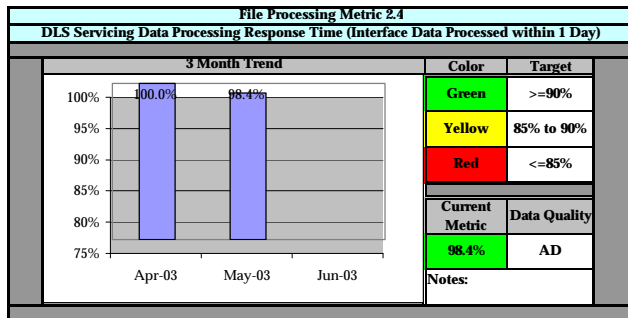
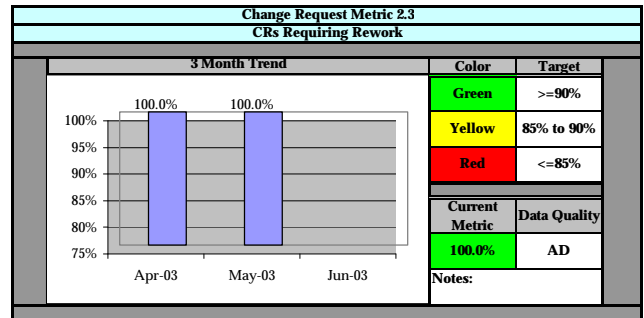
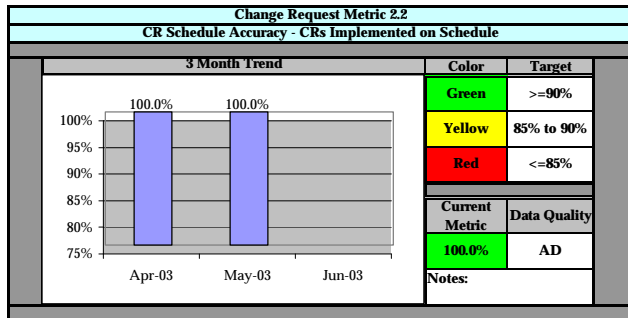
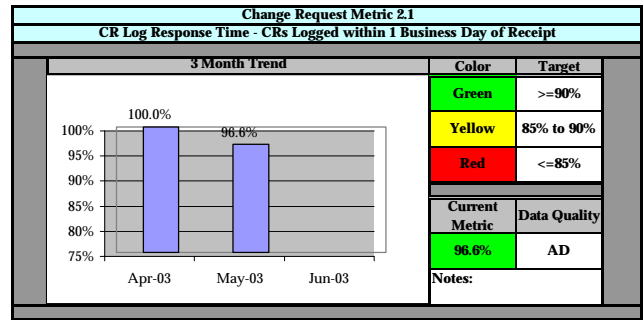
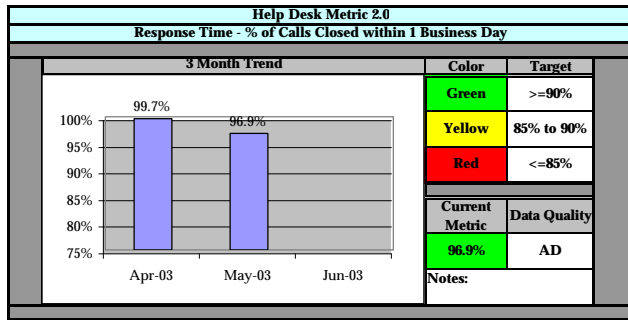
Service Reporting Delivery

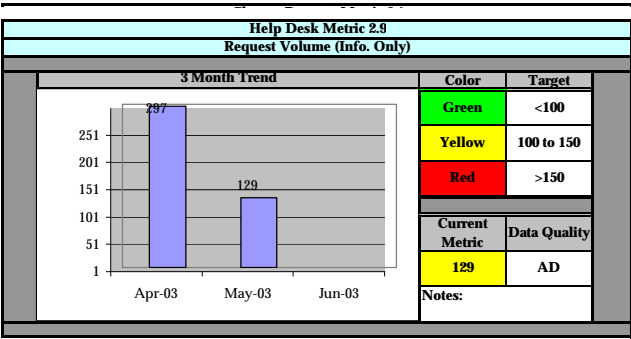
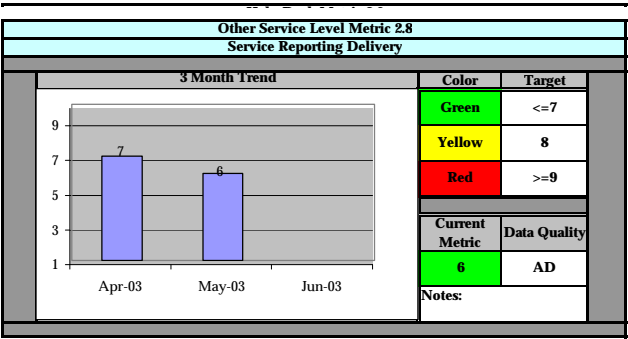
[illegible]

Help Desk Metric 2.9

Request Volume (Info. Only)

[illegible]





Notes for the Past 3 Months	
Service Level Metric 2.0	
Service Level Metric 2.1	
Service Level Metric 2.2	
Service Level Metric 2.3	
Service Level Metric 2.4	
Service Level Metric 2.5	
Service Level Metric 2.6	
Service Level Metric 2.7	
Service Level Metric 2.8	
Service Level Metric 2.9	

FSA Program Metric - May 2003

This Report will display the number of Help Desk calls, emails, and voicemails per FSA program that come into FMS for the month.

FSA / ED Program	Total Issues Opened for May	Total Issues Closed for May	Issues Remaining Open
CBS	0	0	0
CMDM	3	3	0
COD	0	0	0
DLC	1	1	0
DLO	0	0	0
DLS	2	2	0
ED Budget	1	1	0
ED CFO	0	0	0
FFEL DCS	0	0	0
FFEL GA/VFA	6	6	0
FMS	1	1	0
Forms 2000	3	3	0
FP Datamart	0	0	0
FSA CFO	7	7	0
FSA Rep/Bdgt	0	0	0
FSA/ED Treas	28	28	0
LaRS/LAP	54	52	2
LEAP/SLEAP	20	20	0
Other	3	3	0
PELL	0	0	0
TOTAL	129	127	2

FMS Issue Type Tracking -May 2003

This metric / report will give us a snap shot of the most request type of help, and help designate any training or communication needs.

Request Type	Total
Caller Reached The Wrong Office	1
Can't Access FMS	0
Can't Open Lender's Payment Notice	2
Change Request/Enhancement	0
Complex Requests	0
Feeder File Issue	0
FMS General	1
FSA/Dept. of ED Help Call	0
Question/Query	27
System Access Issue	14
System ID's Issue	7
User Support/Functional Issue	77
User Support/Technical Issue	1
VDC Outages	0
TOTAL	127

Request Type Legend		
Request Type		Definition
Caller Reached The Wrong Office		Caller reached the incorrect help desk number.
Can't Access FMS		application.
Can't Open Lender's Payment Notice		User is unable to open the Lender's Payment notice.
Change Req. / Enhance		Any issue related to FMS Change Requests.
Complex Requests		Issues that are very technical in manner and cannot be resolved immediately, and need extensive research.
Feeder File Issue		Issues related to any file transfer with any FSA Program that feeds into FMS.
FMS General		Issues related to common technical problems or functional issues.
FSA / Dept. of ED Help Call		Any calls that are routed into the FMS Help Desk line that are not related to FMS, but related to the Dept. of ED.
Question / Query		Issues that are questions only, or inquiries about FMS.
System Access Issue		Issues related to user access to FMS.

FMS Issue Type Tracking -May 2003

This metric / report will give us a snap shot of the most request type of help, and help designate any training or communication needs.

System ID's Issue		Issues related to an FMS User ID or Password.
User Support / Funct. Issues		Issues related to functional navigation, processing, reporting, and procedures.
User Support/Technical Issue		Issues related to connectivity, firewalls, Initiator downloads, etc.
VDC Outages		Issues related a FMS outage at the VDC.

Priority Type Legend	
Priority	Definition
High	Any issue that is stopping FMS business or in position to stop FMS business without attention by the Help Desk.
Medium	Any issue that may be critical to business if not resolved, but there is a work around to process transactions and do FMS business.
Low	Any issue that is non critical but needs attention, dose not involve FMS processing ability.

FMS Change Request Metric - May 2003

Open Change Requests	Critical	High	Medium	Low	Total
CBS	0	0	0	0	0
CMDM	0	0	0	0	0
COD	0	9	2	0	11
DLC	0	0	0	0	0
DLO	0	2	1	0	3
DLS	0	5	0	0	5
ED Budget	0	0	0	0	0
ED CFO	0	0	0	0	0
FFEL DCS	0	1	0	0	1
FFEL GA/VFA	0	7	0	0	7
FMS	0	7	3	0	10
FP Datamart	0	1	0	0	1
FSA CFO	0	1	0	0	1
FSA Rept/Budget	0	0	0	0	0
FSA/ED Treasury	0	1	0	0	1
LaRS/LAP	0	3	1	0	4
LEAP/SLEAP	0	0	0	0	0
PELL	0	4	0	0	4
Total	0	41	7	0	48

Change Request Closed in May 2003	Critical	High	Medium	Low	Total
CBS	0	0	0	0	0
CMDM	0	0	0	0	0
COD	0	1	0	3	4
DLC	0	0	0	1	1
DLO	0	0	0	0	0
DLS	0	1	0	0	1
ED Budget	0	0	0	0	0
ED CFO	0	1	0	0	1
FFEL DCS	0	0	0	0	0
FFEL GA/VFA	0	0	0	0	0
FMS	0	2	0	0	2
FP Datamart	0	0	0	0	0
FSA CFO	0	3	0	0	3
FSA Rept/Budget	0	0	0	0	0
FSA/ED Treasury	0	2	0	0	2
LaRS/LAP	0	1	0	0	1
LEAP/SLEAP	0	0	0	0	0
PELL	0	0	1	0	1
Total	0	11	1	4	16

New Change Request for May 2003	Critical	High	Medium	Low	Total
CBS	0	0	0	0	0
CMDM	0	0	0	0	0
COD	0	5	0	2	5
DLC	0	0	0	0	0
DLO	0	0	0	0	0
DLS	0	2	0	0	0
ED Budget	0	0	0	0	0
ED CFO	0	0	0	0	0
FFEL DCS	0	0	0	0	0
FFEL GA/VFA	0	6	0	0	0
FMS	0	4	1	0	0
FP Datamart	0	1	0	0	0
FSA CFO	0	0	0	0	0
FSA Rept/Budget	0	0	0	0	0
FSA/ED Treasury	0	1	0	0	0
LaRS/LAP	0	4	1	0	0
LEAP/SLEAP	0	0	0	0	0
PELL	0	2	0	0	0
Total	0	25	2	2	29

Priority Type Legend	
Priority	Definition
Critical	A Change Request that needs to be implemented as an emergency. This is any CR that will fix an issue that stops FMS from achieving the FSA business needs.
High	A Change Request that effects FMS business needs and has a deadline date for implementation due to feeder system needs or FMS changes that effect transaction processing.
Medium	A Change Request that is not FMS business critical but would help increase work efficiency and effectiveness. This CR may be a reporting need, or reconciliation need between programs.

FMS to FMSS File Transfer - FY 2003

APR-03

SEND #	DATE	PROGRAMS	STATUS	REASON	EXPLANATION	RESOLUTION
1	9-Apr-03	CDD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
2	10-Apr-03	CDD	POSTED			
		COD	Failed	Failed Funds	Funds Check	Resent - See Send 3
		DCS	POSTED			
		DLS	POSTED			
		GA	Failed	Failed Funds	Funds Check	Resent - See Send 3
		LE	Failed	Failed Funds	Funds Check	Resent - See Send 3
3	11-Apr-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
4	14-Apr-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
5	15-Apr-03	CDD	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
6	16-Apr-03	CDD	POSTED			
		COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
7	17-Apr-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
8	18-Apr-03	COD	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
9	22-Apr-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	Failed	Failed Funds	Funds Check	Resent - See Send 10
10	23-Apr-03	COD	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	Failed	Failed Funds	Funds Check	Resent - See Send 11
11	24-Apr-03	CDD	POSTED			
		COD	POSTED			
		DCS	POSTED			

FMS to FMSS File Transfer - FY 2003

APR-03

SEND #	DATE	PROGRAMS	STATUS	REASON	EXPLANATION	RESOLUTION
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
12	25-Apr-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
13	28-Apr-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
14	29-Apr-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
15	30-Apr-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
16	2-May-03	CDD	POSTED			
		COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
17	2-May-03	CDD	POSTED			
		DCS	POSTED			
		DLS	Failed	Failed ALC	101072 with ALC 91020006	Resent - See Send 18
		GA	POSTED			
		LE	Failed	Failed Funds	Funds Check	Resent - See Send 18
18	5-May-03	DLS			Dump File Empty	Resent - See Send 19
		LE			Dump File Empty	Resent - See Send 19
19	5-May-03	DLS	POSTED			
		LE	POSTED			
20	5-May-03	DCS	POSTED			
		GA	POSTED			
		LE	POSTED			
21	6-May-03	CDD	POSTED			
22	8-May-03	CDD	POSTED		Resend of duplicated batches from Aprsend040903 and Apr041103 due to Prepare Program being submitted twice simultaneously.	
		COD	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			

FMS to FMSS File Transfer - FY 2003

APR-03

SEND #	DATE	PROGRAMS	STATUS	REASON	EXPLANATION	RESOLUTION
23	13-May-03	COD	POSTED	1st held COD file from April. Resend of MaySend #3 without the May	File had been held due to lack of funding for Acct. 480200 Lim A10 at FMSS.	FMS has recorded this as MaySend #3.
24	19-May-03	COD	POSTED	2nd & Final April COD file	File had been held due to lack of funding for Acct. 480200 Lim A10 at FMSS.	

MAY-03

SEND #	DATE	PROGRAMS	STATUS	REASON	EXPLANATION	RESOLUTION
1	9-May-03	CDD	POSTED			
		COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
2	12-May-03	COD		File has been sent to FMSS. They do not want any May COD files until the 2 April COD files have been sent to FMSS.		Resent as MaySend #2 Revised without the May COD file.
		DCS				
		DLS				
		GA				
		LE				
2 Revised	12-May-03	DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
3	13-May-03	COD - April		File has been sent to FMSS. They do not want any May COD files until the 2 April COD files have been sent to FMSS.		Resent as MaySend #3 Revised without the May COD file.
		COD - May				
3 Revised	13-May-03	COD	POSTED	1st held COD file from April. Resend of MaySend #3 without the May	File had been held due to lack of funding for Acct. 480200 Lim A10 at FMSS.	FMSS recorded this MaySend #3 as AprSend #23.
4	13-May-03	DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
5	15-May-03	DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
6	16-May-03	DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
7	20-May-03	DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			

FMS to FMSS File Transfer - FY 2003

APR-03

SEND #	DATE	PROGRAMS	STATUS	REASON	EXPLANATION	RESOLUTION
8	21-May-03	DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
9	22-May-03	CDD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
10	27-May-03	DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
11	28-May-03	COD	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
12	29-May-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
13	2-Jun-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
14	2-Jun-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	Failed	Failed Funds	Funds Check	Resent - See Send 15
15	3-Jun-03	COD	POSTED			
		DCS	POSTED			
		DLS	POSTED			
		GA	POSTED			
		LE	POSTED			
16	3-Jun-03	DCS	POSTED			
		GA	POSTED			
17	4-Jun-03	COD	POSTED			
18	5-Jun-03	COD	POSTED			

FSA FMS APPLICATION MANAGEMENT

Metrics Based Service Target Report

Appendix A - Definition of Metrics

Metric #	Title and Definition
2.0	Response Time - % of Calls Closed within 1 Business Day This metric will measure the timeliness of closing calls to the help desk. FMS will calculate this metric by dividing the number of calls closed within one day by the total number of calls received.
2.1	CR Log Response Time - CRs Logged within 1 Business Day of Receipt This metric will measure the timeliness of logging Change Requests that are submitted to the help desk in the CR database . FMS will calculate this metric by dividing the number of CRs logged within one day by the total number of CRs received .
2.2	CR Schedule Accuracy - CRs Implemented on Schedule This metric will measure accuracy of CR scheduling during the monthly CCB. This metric will help the team determine capacity for future releases. FMS will calculate this metric by dividing the number of CRs actually completed and released by the number of CRs that were scheduled for the monthly
2.3	CRs Requiring Rework This metric measures the level of rework effort required for completed requests. The target is 90% require no work during the first two weeks of being placed into production or over a normal business cycle. This metric will ensure that FMS is developing CRs as requested. FMS will calculate this metric by dividing the number of CRs that do not require rework after implementation by the number of CRs that were scheduled for the monthly release.
2.4	DLS Servicing Data Processing Response Time (Interface Data Processed within 1 Day) This metric will measure the speed in which DLS Servicing files are processed. This includes IF010, IF020, and GREC files. FMS will calculate this metric by dividing the total number of DLS Servicing files for the month by the total number of DLS Servicing files for the month that were processed in one
2.5	Hours) This metric will measure the speed in which COD to FMS/GAPS data is processed. FMS will calculate this metric by dividing the total number of COD transactions for the month that were processed and sent to FMS/GAPS within ten hours by the total number of COD transactions received for the month.
2.6	Hours) This metric will measure the speed in which FMS/GAPS to COD data is processed. FMS will calculate this metric by dividing the total number of FMS/GAPS files for the month that were processed and sent to COD within ten hours by the total number of FMS/GAPS files received for the month.

FSA FMS APPLICATION MANAGEMENT

Metrics Based Service Target Report

Appendix A - Definition of Metrics

Metric #	Title and Definition
2.7	Files Transmitted to FMSS This metric will measure the number of daily sends that FMS transmits to FMSS. FMS should send a minimum of 10 sends per month.
2.8	Service Reporting Delivery This metric measures the timeliness of the delivery of the metrics deliverable. The metrics deliverable should be provided by the within seven days of the end of the month.
2.9	Request Volume (Info. Only) Reporting on the number of request made to the Tier II Help Desk. This is not a metric but used for informational purposes for FSA FMS management only.